

IP-CONNECSY 6.0

PC Console

For

Avaya® Definity® & Communication Manager

UserManual

AVAYA

 **pridis**

IP-Connecsy 6.0

IP-Connecsy 6.0

PC Console for Definity® Enterprise Communication Server

Usermanual

Version 6.0 UK
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Pridis Computer Telephony Products BV



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1. Introduction

Connecsy is a user-friendly control program for the **DEFINITY®** Enterprise Communications Server (ECS). With Connecsy it is possible to control the telephone functions with a Windows® Computer. It is also possible to take a quick search at the user database. This document is used as reference work for the user.

With Connecsy the following tasks, among others, can be carried out:

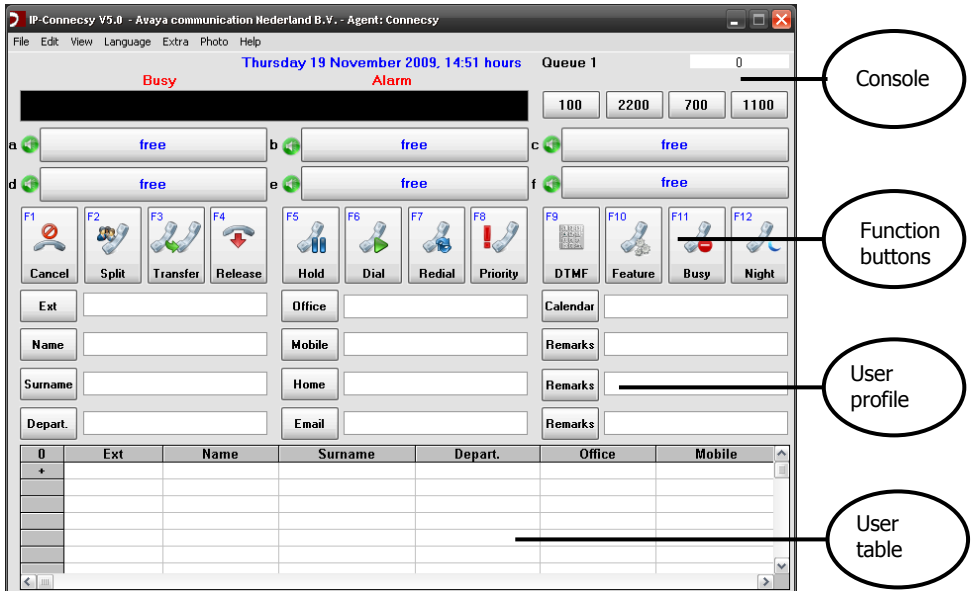
- Answering and connecting calls
- Put calls on hold
- Release the connection
- Switch between night and day service
- See which user is calling (Calling Line Identification)
- Consult the users database
- Create an overview of all incoming and outgoing calls
- Display the Calendar from person's within the own organisation
- Send emails to people in de user table
- Definity feature buttons

With the Connecsy Plus you have the possibility to record or play calls.



2. Main Window

The main window of Connecsy is built up with a console with function keys, user profile and a user table. From the main screen you can execute the most important tasks. Specific functions can be started from sub windows. All functions can also be executed by touching a screen in combination with a touch screen.



2.1 Console

In the console are line state messages displayed with line selections. State messages of the Definity® and Connecsy are displayed in the console state area. The function keys are also a part of the console.





2.2.1 Call information

For every call some call information is displayed in this area. The following calls can occur:

- Call in queue
- New call
- Call returned from queue

2.2.2 Calling Line Identification

The calling line identification displays the state of the connected line to the operator. The information will not change until another line is chosen or the line becomes free.

2.2.3 Line buttons

In the six line buttons (a-f), the line state will be displayed for every call



These line buttons can also be activated with key combinations 'alt' a to 'alt' f. There are also several special keys that represent the lines. We will this explain later.

Below picture shows the different line states

Free line:

free

Incoming call:

0615962228

Active line:

0615962228

Line on hold

0615962228

Line on hold to long:

on hold too long

2.2.4 Console status information

The console status information area shows the status of the operator console.
There are different console states:

- Nightservice
- Position free
- Position busy
- Queue
- Alarm

Thursday 19 November 2009, 16:09 hours

Night Busy Alarm

a free b free



2.3 Gebruikersprofiel

Connecsy contains a database with persons / users. You can search for these users by entering the search criteria into the user profile. It is possible to search with one input field in more fields. This must be configured. How you are able to do this is explained in the [technical manual](#).

Input fields

Ext		Office		Calendar	
Name		Mobile		Remarks	
Surname		Home		Remarks	
Depart.		Email		Remarks	

2.4 User table (database)

The user table displays the results of the given search criteria in the user profile. When a user is selected, the selected user information will be displayed in the user profile. The scroll buttons are used for the touch screen.

[illegible]

2.5 Function keys

With the function keys you can execute some actions. This will be explained later in this manual.




Beside the standard Connecsy window there are other windows. These will be described in the following two paragraphs.

2.6 BXS/BLF window

In the DXS (Direct extension Select) / BLF (Busy Lamp Field) window you can see the extension state. There are multiple states:

- engaged (red)
- Send Calls activated (yellow)
- Logged-Off IP station (bleu)
- Logged-Off Digital station (grey)

You can see 100 extensions at the same time from one group. In the pull down menu you can select the different groups (max. 20). By clicking on a specific extension a call will be made to that specific extension.



2200	2201	2202	2203
2204	2205	2206	2207
2208	2209	2210	2211
2212	2213	2214	2215
2216	2217	2218	2219
2220	2221	2222	2223
2224	2225	2226	2227
2228	2229	2230	2231
2232	2233	2234	2235
2236	2237	2238	2239

For example you can use this window to make a call, to transfer a call or to make a conference call (there will be more information about this later).



2.7 The Feature button screen

The feature button window contains buttons. These buttons are configured with the Connecsy Configurator. These feature buttons reference to the feature button configuration in the Definity®. The feature button window will be displayed when the function button 'Functions' is pressed/clicked (if configured) or by selecting the menu item **Extra | Feature**.



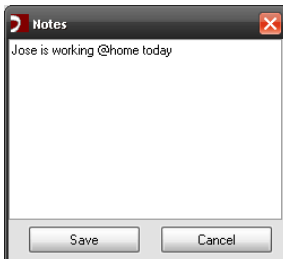
Important: The features only work as long as they are configured into the Avaya®. For more information we refer to the technical manual.

2.8 The Notes field

The notes field is designed to save some extra remarks for that particular user into the database.

The notes field can be activated from menu item **View / Display note field**.

By searching into the database, below notes field would show its persons notes
 The notes can be changed and saved by clicking the save button.
 There are no restrictions of total characters



2.9 The Outlook Calendar window

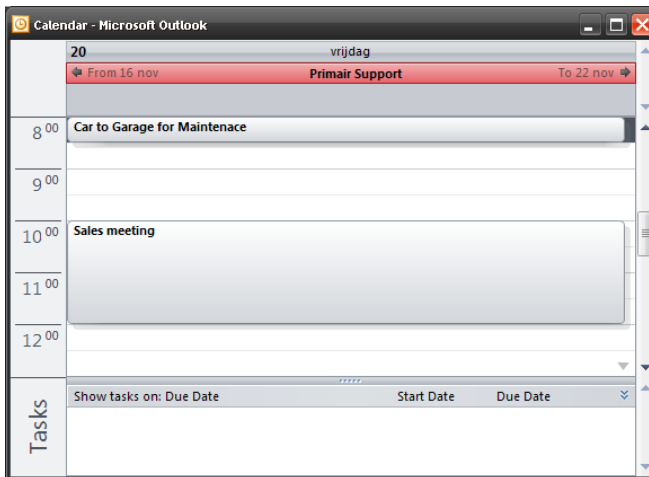
The Outlook Calendar window can make colleagues appointments visible in case they shared their Agenda.

To make appointments visible, the exchange username must be entered into the Connecsy Calendar field of the database.

The Calendar window can be activated from the menu item **View / Agenda**

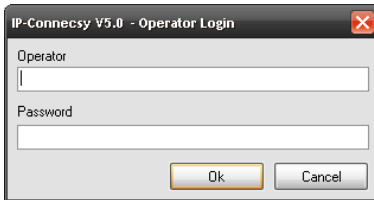
By searching for a person into the database, the shared Calendar of that person will be shown

You can configure to see 1 or more days of the week. How to configure this is described in our technical manual.



3.1 Activate the PC console

1. Start the Connecsy application
 - If auto logon has not been configured, a login window as below will appear. Type your name and your password. Ask your administrator for them if you're not sure.



- When the console is started, the console is always set to the position 'busy'
 - It is also possible that the console is set in the night state (both are displayed in the console state information area)
2. In case the console is in the state 'night' and you are the main operator, press the function button **NIGHT**.
 - After switching off from the 'night' state, the console state information will display the message 'Position free'. Your console is now active.
- In case you are not the main operator, switch off the state 'position busy' by clicking on the function button **BUSY**.
- After switching off the state 'position busy', the console state information field will display the message 'Position free'. Your console is now active.
-

3.2 Answering a Call

When a call comes in:

- You hear a remaining call signal
- You see in the call information area the message 'Incoming Call'
- You see calling line identification
- You see the incoming call information on the line state button.

To answer the call:

1. Press on the line button, which refers to the incoming call.
 - The calling stops
 - The message in the call information area will disappear
 - The text in the line button transforms to green and displays the calling line identification
2. Answer the call. Now you can transfer the call, place the call in the queue or disconnect the call.
3. To finish the call, click on the function button RELEASE
 - The connection of the person calling will be released
 - The calling line identification disappears
 - The line state button becomes free
 - The console is now ready to answer the next call or start a new call

Note: It is not possible to answer more than one line/call at the same time. When a second line/call comes in, the first line/call must be put on hold or released. When you want to start a new or 2nd phone call you can use another line button.



Making a call can be done in several ways. This will be explained in the following paragraphs.

3.3.1 Start a call (standard)

1. Activate a line by clicking on one of the free line state buttons or the function button **DIAL**.
 - You hear a dial tone
 - A dialog window appears. In this window you can enter an extension which you want to call
2. Enter an extension or external number that you want to call.
3. Click on the button OK. The call is placed to the entered extension or external number.
4. You can now talk to the called person. When you want to finish a call, click on the function button **RELEASE**.



3.3.2 Start a call with the DXS/BLF window

1. Activate a DXS/BLF 100 series
 - The selected DXS/BLF window will be displayed with 100 extensions
2. Choose an extension in the displayed range by clicking on it.
 - The call is placed
 - You hear a dial tone
3. You can now talk with the called person. When the call is finished, press the function button **RELEASE**.

3.3.3 Start a call with priority

With the function button **PRIORITY** you break directly through a fixed 'passed through' extension. The 'passed through' person recognises the call with a different call signal. A



priority call can be made with the function button 'priority'. Starting a priority call is the same as starting a call with the function button 'dial'.

3.3.4 Start a call with the use of the user profile

1. Search a user with the user profile
 - If the search criteria matches you will see a list of users in the user table (database)
2. Select the person you have searched for from the results (user table)
 - The selected user is displayed in the user profile
3. Select a field (with the dialling number)
4. Press the function button **DIAL**, **TRANSFER** or **PRIORITY** to make a call to the selected person.
5. When an input field is selected and this field does not contain any number information, the console will always call the number from the first extension field.
6. You can finish the call with the function button **RELEASE**.

3.3.5 Start a call with the use of the user table (database)

1. Search a user with the user profile
 - You will see a list of users in the user table
2. Select the user you have searched for in the user table
 - The selected person is highlighted (and is displayed in the user profile)
3. Press the function buttons **DIAL**, **TRANSFER** or **PRIORITY** to make a connection to the user you have searched for.

The first number in a record will be called.

4. After the call you can release the connection with the function button **RELEASE**.



3.4 Put a call on hold

Calls of several persons can be put on hold on the telephone of the operator. For all six-line state buttons, a call can be put on hold.

When you have an incoming call, the following must be applied:

1. Click on the function button **HOLD**
 - The text of the specific line state button becomes yellow
 - The calling line identification disappears
2. Now you can put a call or answer another call on another line state button
3. By clicking on the line state button the call that was put on hold, can be returned
 - The calling line identification will appear again
 - The line state button text becomes green again



A call that is too long on hold will come back and start to ring again. You will see the message 'waiting call ringing'. The colour of the line state text becomes red. At this moment you cannot answer any other incoming calls before you have answered the waiting call again (example: place on hold again).

When a you have got a line active and several calls placed on hold you can select directly a line that is placed on hold. The active line is automatically placed on hold (without the function button **HOLD**). The selected call becomes active.

3.5 Transfer a call

You can transfer a call with the function button **TRANSFER**.

3.5.1 Transfer (standard)

1. There is an incoming call. Answer this call. Now you can transfer this call.

To transfer the call:

2. Click on the function button **TRANSFER**
 - A dialog window appears. In this dialog you can enter an extension or external number. Press on OK.
 - Wait until the call extension is answered or go directly to the following step (blind transfer)



3. Click on the function button **RELEASE** to transfer the call
4. Click on the function button **CANCEL** to get the call back



3.5.2 Transfer a call with the DXS/BLF window

We refer to the steps we explained in sub paragraph 3.5.1. Only the second step is different.

To transfer a call to an extension, click on the requested extension inside the DXS/BLF window. Steps 3 and 4 can now be carried out.

3.5.3 Transfer a call with the use of the user profile

We refer again to the sub paragraph 3.5.1. Step two is different and will be explained below.

Before you transfer a call, you can search a person with the user profile.

- Search a specific person and select this person in the user table
- Select now a input field with the number to which the call will be transferred (example mobile or home)
- Press on the function button **TRANSFER** or on the Enter-key (transfer) of the numeric keyboard.



When no input field is selected, the console will transfer the call to the first field with a valid number in the record (mostly the extension field).

Steps 3 and 4 can now be carried out.

3.5.4 Transfer with the use of the enter key (fast transfer)

Also for this we refer to sub paragraph 3.5.1. Only step two is different.

The last method is the fast transfer method also known as Enter-Enter.

- Give a search criteria in the user profile of the user you want to call and press on the ENTER key.
- In the user table you will see one or more persons, which match the given criteria. Press on the ENTER key again and the person which you want to transfer will be called.

Steps 3 and 4 can now be carried out.

3.6 Starting a conference call

During a call you can start conference calls. You can do this with the function button **SPLIT**.



When an incoming call is answered, by clicking on the line state button you must carry out the following instructions:

1. Press on the function button **SPLIT**
2. Now you must choose an extension that will be connected in 'conference' with the active line. This can be done in three ways:
 - When there is no user information in the user profile, a dialog window will appear. Enter the extension that you want to place in 'conference' and press **OK**. The number will be called.
 - Click on the extension in the DXS/BLF window that you want to put in 'conference'. The extension will be called.
 - When you have searched for a person, select the person in the user table. Select an input field with the number to which you want to transfer.



3. Wait until the person answers the call or go directly to the following step.
4. Press on the function button **SPLIT** again. In the calling line identification area you will see the following message *CONFERENCE X* (x is the number of persons who are into the conference)

To connect more persons to a 'conference', the instructions 1 to 4 must be repeated.

5. Click on the function button **CANCEL** to remove the last connected person from the conference
6. Click on **RELEASE** to disconnect yourself from the conference

3.7 Call with dial tones

Sometimes you must use dial tones to approach some services, e.g. a pager or the Audix Voice Message System on the Definity®. To provide this you must follow the next instructions:

1. Call the extension
2. Click on the function button **F9 DTMF**
 - There will be a popped-up DTMF window on which you can enter the digits to be sent to a pager for example.
3. Click on the function button **RELEASE** to release the connection



3.8 Release a connection

When you release a connection, you must carry out the following instructions:

1. Select the concerning line state button
2. Click on the function button **RELEASE**
 - The calling line identification disappears
 - The line state button becomes free



3.9 Redial

You can also redial the last dialled extension or external number. You can do this by clicking on the function button **REDIAL**.



3.10 Day/Night Service

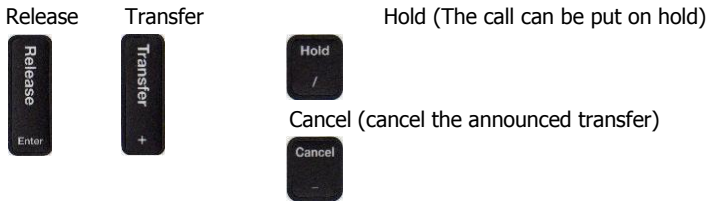
With the night service, all group calls are passed through to a night extension or station. You can switch between day and night service with the function button F12. This is a standard configuration in Connecsy. If this is not configured you can switch between day and night service with the feature buttons.

3.11 Possibility telephone actions

The telephone functions can be executed with the function buttons or with the numeric keyboard.

The function buttons can be pressed with a touch screen or clicked with a mouse.

With the numeric keyboard you can answer the lines A to F easily. Some keys have extra functions in the Connecsy Application.



Line A to C



Line D to F Line buttons (For answering calls and putting them on hold)



Hash (For sending DTMF tone # into a IVR menu)

The pictures above are special keyboard stickers which will be delivered at every installation.

Working with the numeric keys of the keyboard is much more efficient then working with the mouse.

When ordering a Conecsy console, you will receive stickers for the keyboard. On the stickers you see the significance of the acts in Conecsy. On the picture below you'll see which sticker belongs to which button.



4. Conecsy Database

4.1 Search for data

With the search function of Conecsy you can find a person very quickly. You can use different kinds of search keys. After adding the search keys, the results of the matching persons are displayed in the user table. By selecting a record in the user table, the selected record (person) will be displayed in the user profile.

4.1.1 Enter a search key

You can enter text into the input fields of the user profile. After choosing the desired field choice button, the user table will be filled with person references. These references should match with the given search criteria in the user profile.

Note: With one search field you can search in other fields. This can be configured with the Connecsy Configurator. We will refer to the technical manual.

In the input field you can use a so-called 'wildcard'. All names that match to the search criteria are displayed in the user table.

With the wildcard 'question' (?), it can be searched on a different character. The input BR?S can result in Bres, Bros, Brus.

With the wildcard 'asterisk' (*), it can be searched on any given character. The input BR*NS can result in Brons, Bruins and Braans. All the matching names will be displayed in the user table.

Note: In some cases the search time will increase with the use of wildcards.

By selecting a row in the user table, all user data will be displayed in the user profile.

After entering a new search criteria and pressing on the enter button, a new selection that matches the criteria will be started.

After searching, the attention is always focused to the user table.

4.1.2 Sort in the user table

By pressing on one of the column buttons with the mouse, the user table will be sorted on the selected column.

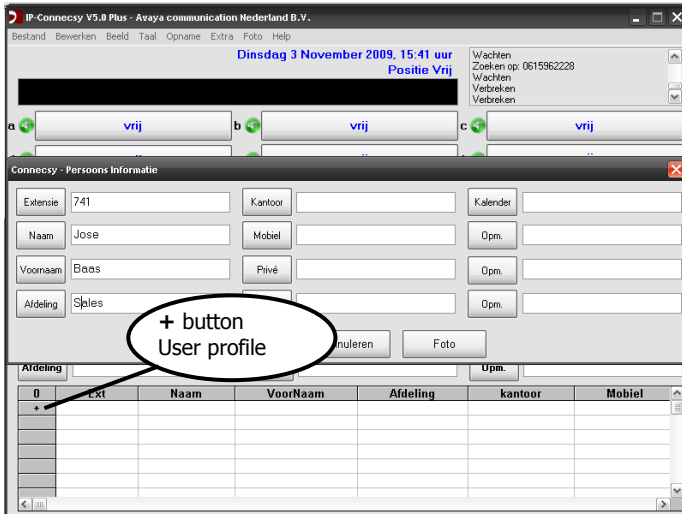
Example: Sometimes it is necessary to sort on the forename, after you have given a wildcard selection. With the column button 'Forename' you sort the user table on forename.



4.2 Add new person information

With the data input dialog you can add new persons with its data. This dialog can be started with the keys [ALT] [+] ([Alt]+[Shift]+[+=]) or with the button + (user table). This function only works when you have been logged in with the administration password. This is because in some cases an administrator is responsible for these actions.

In case you didn't logged-in Connecsy will ask to enter the password



IP-Connecsy V5.0 Plus - Avaya communication Nederland B.V.

Bestand Bewerken Beeld Taal Opname Extra Foto Help

Dinsdag 3 November 2009, 15:41 uur
Positie Vrij

Wachten Zoeken op: 0615962228
Wachten Verbreken Verbreken

a vrij b vrij c vrij

Connecsy - Persoons Informatie

Extensie 741 Kantoor Kalender

Naam Jose Mobiel Opm.

Voornaam Boas Plive Opm.

Afdeling Sales Opm.

+ button User profile

Afdeling

0	Ext	Naam	Voornaam	Afdeling	kantoor	Mobiel

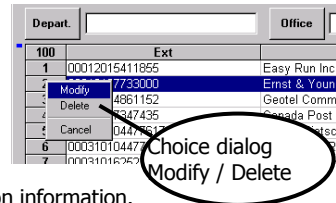
In the 'Person Information' dialog you can add person information in the several input fields. This function is used to quickly add persons to the person database. The 'Person Information' dialog is displayed below.

Note: To use the Calendar option within your organisation it is important that the name in the Calendar field matches the name of that person on the Exchange server.

4.3 Change or delete person information

By selecting a row (record) in the user table (on the row numbers on the left side) a choice window will appear. In this choice dialog you can select 'Modify', 'Delete' and 'Cancel'.

When you choose **MODIFY**, the 'Person Information' dialog will appear with the information of the selected person. Now you can change the person information.



When you choose **DELETE**, the selected person information will be permanently deleted from the person database.

4.4 Export of database data

Sometimes it is necessary to backup the database file. This can be done to export the database file. You can do this only when you are logged in for administration. When you are logged in you must select the menu item **File | Export**. After this a dialog box will appear.

Now the following steps must be taken:

1. Select in the list 'file of the type' the option COMA SEPARATED (*.CSV)
2. Enter a file name or select one
3. Press on the button 'Open'. The following dialog will appear:



4. In this dialog you can specify which fields you want to export by toggling the checkboxes on or off.
5. Press the button **OK**. The counter in the field 'Number of records' will start to run.

Note: With the menu **File | Import** you can restore the backup data. To guarantee the integrity of the data and to put a maximum on the amount of data, this should be the task of the administrator.

4.5 Import of data

Because the import of data is a task of the administrator this will be explained in the technical manual.

The import of data is executed with the menu item **File | Import**. It is also possible to import data automatically (see technical manual).

5. Administration possibilities

5.1 Login for administration

You must be logged on for administration if you want to add, change or delete data, otherwise you will only have the possibility to read and search data.

Login for administration is carried out with the following steps:

1. Select the menu item **Extra | Administration**
 - A password dialog will appear
2. Fill in the administration password
 - Now you will have administration rights
3. Selecting the menu item Extra|Administration again deactivates the administration rights.

5.2 Screen resolution

The Connecsy PC Console can provide a fully filled screen at two resolutions. These are the following resolutions:

- Normal screen (800x600)
- Big screen (1024x768)

Activating one of the options just described on the menu View can change these resolutions. Select the option Screen height to adjust the height of the Connecsy window to the desktop height.



5.3 IP-Connecsy 6.0 Screens

Connecsy provides three different screens. You can activate one screen. With this option the places of the function buttons, user table or user profile are different.

The screen options are:

- Alternative settings
- Custom settings
- Standard settings

These settings can be chosen in the menu **View**. The choice of the screen depends on the user.

5.4 5.4 Connecsy Program State

In the program state field you can display different information. The history information is displayed as default. There are 4 options, namely:

- History information
- Queue information
- Queue information and DXS/BLF buttons
- DXS/BLF buttons

These settings can be chosen in the menu View.

5.4.1 History information

The history information displays all executed actions. You can see what your previous instruction was.



5.4.2 Queue information

With the Connecsy application you can display queue information. There can be a maximum of three groups monitored for queues. With this information you can see how many calls have been placed in the queue for every group.

Note: Queue information will only work if you have configured the queue information (see technical manual).

2009, 09:08 hours	Queue 1	0
Free	Queue 2	0
	Queue 3	0
	Total	0

free
c
free

5.4.3 DXS/BLF buttons

When you choose for this option, the DXS/BLF 100 range is displayed in buttons. Now you do not have to select the 100 ranges with the menu. With a click on one of the buttons the DXS/BLF window will appear.

2009, 09:14 hours
Free

100 2200 700 1100
5000 5100

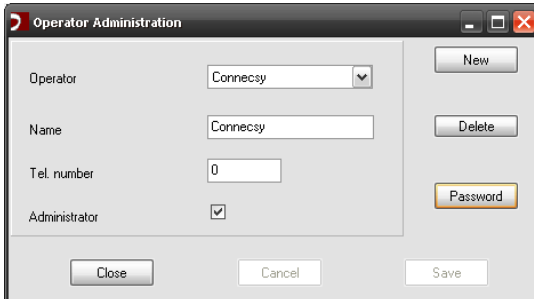
free
c
free

5.4.4 Queue information and DXS/BLF buttons

With this option you will get a combination of queue information and DXS/BLF buttons.

5.5 Operator Administration

Via **Extra – Operator Administration** you will be able to maintain the operators who have access to Connecsy. On a fresh installation there will only be one operator, named *Connecsy* which password is also *connecsy*. By adding more operators every one can get his own account and the performance will in that case also be logged per operator.



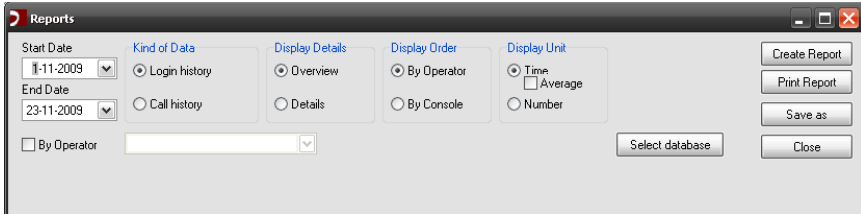
Click on the button **New** add a new operator. When you save the newly insert operator you will be prompted for a password. The password should be at least six characters long. When you select an operator in the listbox, you can delete this operator by clicking **Delete**, edit his/her name or change the password by clicking **Password**. Click **Apply** to store the changed data or click **Reset** to restore changed data to their original values.

By checking the **Reporting** field, you give the operator access to the reporting functionality of Connecsy.

5.6 Reports

To view the Connecsy Reports you have to go to **Extra – Reports**, only operators who have access to this functionality will have the menu option **Reports** enabled.





5.6.1 Overview from the login data

When you open the report form the default report is an overview report from the login history. In this overview you will see the total time an operator is logged in each day, or the number of times an operator is logged in, depending on your choice in *Display Unit*. There is also an option to make a filter on one operator if necessary. If you change the *Display Order* you will get the same report but this time by Console instead of by Operator.

5.6.2 Details from the login data

If you change the *Display Details* to Details you will see each time an operator logged in, logged off, the time he/she has been logged in, the amount the operator has been active during this logon period and the amount of time and the number of times the console has been set in busy and/or night status by the operator. There is no option to switch to the number of time the operator has logged on inside this report.

5.6.3 Overview from the call history

This report is almost the same as the one described in 5.6.1, only in this case the data is from the call history. It shows the total time on call or the amount of calls an operator/console has had each day.

5.6.4 Details from the call history

In this report you will get a detail view of each call. The start time of the call, the duration, the time it was put on hold and the number of the caller. Also it shows if it was an inbound or an outbound call.

5.7 Other settings

5.7.1 Line pictures

With this option you can set on or off the line state pictures. You can set this on or off by toggling the menu item **View | line button bitmaps**.



5.7.2 Scroll buttons

In the user table you will see two scroll buttons. These buttons can be activated or deactivated by toggling the menu item **View | Scroll bitmaps** on or off.

6. Connecsy Plus

6.1 General

Connecsy Plus is an optional module for the IP-CONNECSY 6.0 application. Connecsy Plus has an extra function to record calls. The calls can be recorded automatic and manual. The Connecsy Plus application contains the extra menu "Record".

6.2 Automatic recording

6.2.1 Activate automatic recording

1. Select the menu item **Record | Automatic**
 - Automatic recording is activated
2. Enter the password and click on **OK** (or press Enter)
 - The recording of calls will be activated when the line state button is active
3. The recording will be stopped when:
 - A call is being placed on hold.
 - A call is being transferred.
 - A call is ended.

Note: When a call is placed on hold (line becomes inactive), the recording will stop. When the call is resumed, the recording will be started again, however it will be placed in new file. One call can thus result in more than one file being saved.

In the Connecsy Recording form the recorded calls can be sorted. On this way all separated files of one call are sorted.



6.2.2 Settings automatic recording

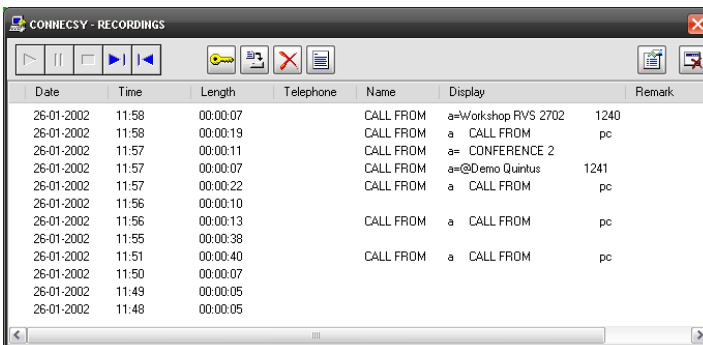
With automatic recording you can choose the amount of calls (files) that can be recorded. The calls are recorded in cycles. When the total amount of calls is reached, the oldest call (file) will be removed. On this way you can manage the capacity of your hard disk. For more information we refer to the technical manual.

6.2.3 Securing automatic recorded calls

We just explained that the oldest recorded files are removed automatically. With the Conncesy Plus is it also possible that automatic recorded files are not removed automatically. This can be done to secure the recorder call (file).

You must carry out the following instructions:

1. Select the menu item **Record | Play**
 - a password dialog appears
2. Enter your password and click on **OK** (or press Enter)
 - the 'Record' form appears



3. Choose an automatic recorded file and select this file.
4. Click on the item secure (key button)
 - The file is now secured (key on the left side of the file)
 - The file will not be deleted automatically



6.3 Manual recording

As an alternative for automatic recording, the Connecsy Plus application provides manual recording.

When the Connecsy Plus application is set to automatic recording you must deactivate it.

1. Select the menu item **Record | Automatic**
 - a password dialog will appear
2. Enter your password and click on **OK** (or press Enter)
 - automatic recording is deactivated
 - now you can record calls manually

When a call comes in on your console, you can start the recorder. To start the recorder manual you must carry out the following instructions:

- Answer the incoming call
- line state button is activated (green)
- Go to Record → Start
- In the 'history' you will see that the recording has started

The call will now be recorded. When a call is transferred, placed on hold, or released, the recording will stop automatically. If not then:

- Go to Record → Stop
- In the 'history' you will see that the recording has stopped

Note: Manual recorder files are automatically secured. These calls (files) are not automatically removed.



6.4 Playing recorded files

When you want to play a recorded call you must carry out the following instructions:

1. Open the 'Record' form with the menu item **Record | Play**.
 - The 'Record' form appears
2. Select the recorded call which you want to play
 - The play item will be activated
3. Click on the play item (▶)
 - The recorder file will be played with your Windows media player
4. Click on the pause item (||) to pause the playing and on the stop item (■) to stop the playing of the recorder call.

6.5 Delete recorder files

1. Select a call in the 'Record' form which you want to delete
2. Click on the delete item (X) to delete the recorder call

The call will then be removed.

6.6 Save recorded files

The recorded calls can be saved on other locations. To do this you must carry out the following instructions:

1. Select a recorded call in the 'Record' form
2. Click on the save item
 - A dialog window will appear
3. Enter a file name and select a directory
4. Click on **OK**. The recorder file is now saved.

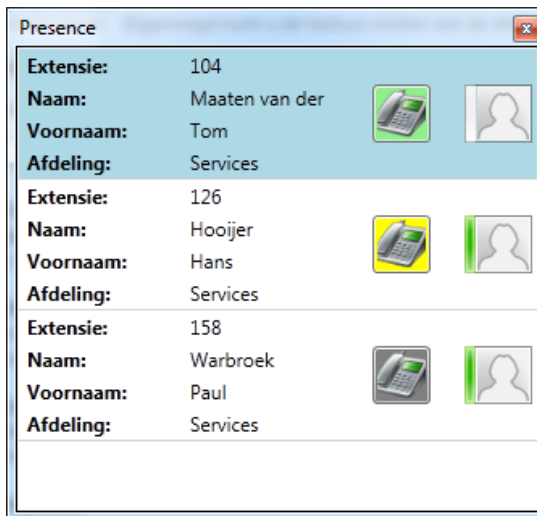


7.0 Connecsy Lync integration

7.1 Lync integration

In Connecsy 6.0 there is a integration with Lync. When searching a person in the database, Connecsy will automatically search for a contact in your MS Lync client with the same e-mail address.

In the Lync screen you will see the status on Lync and of his phone. You can also start a chat conversation or an e-mail from this screen.



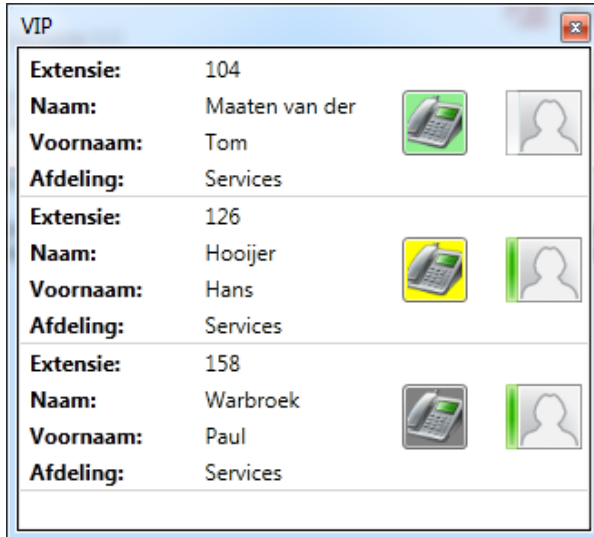
Note: To use the Lync integration, you need an default Connecsy license with an optional Lync module.



7.2 Connecsy VIP

In Connecsy 6.0 there is an VIP screen available. To insert your VIP's go to Extra → Manage VIP list.

With the VIP screen you can see the status of your VIP's. The VIP list is user specific, when using multiple operators (chapter 5.5) every operator can configure his own VIP list.



There is no limit of VIP's you can configure.

Note: When you use the optional Lync module, you will also see the Lync presence in your VIP screen.

Your dealer:

